

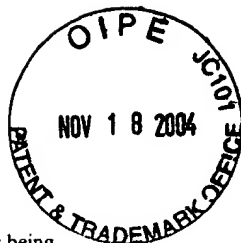
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Buchanan Ingersoll PC



Atty. Ref. No. 51051.000012

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	:	PATENT APPLICATION
	:	
Harry E. Gruber et al.	:	METHOD AND SYSTEM FOR EFFICIENT
	:	COMMUNICATION AND RELATIONSHIP
	:	MANAGEMENT
Serial No.: 09/848,101	:	
	:	Group Art Unit: 3629
Filed: May 3, 2001	:	Examiner: Dean T. Nguyen

Pittsburgh, Pennsylvania 15219
November 18, 2004

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AMENDMENT

Sir:

In response to the Final Office Action mailed May 19, 2004, please amend the above-identified application as follow:

Amendments to the Claims are reflected in the Listing of Claims which begins on page 2 of this Amendment.

Remarks/Arguments begin on page 9 of this Amendment.